

Deborah.Easterling

240691

**From:** Deborah.Easterling  
**Sent:** Monday, December 03, 2012 11:37 AM  
**To:** 'caroline\_d\_brown@hotmail.com'; 'jason\_prescott@hotmail.com'  
**Cc:** 'TC Water Citizen Advisory Council'  
**Subject:** RE: Letters of Protest in Docket 2012-177-WS

Dear Caroline and Jason Prescott,

This is to acknowledge receipt of your Letters of Protest emailed to the Public Service Commission. I am forwarding the email and Letters of Protest to our Clerk's Office for processing. The email and Letters of Protest will become a part of Docket No. 2012-177-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling  
Administrative Assistant

**From:** TC Water Citizen Advisory Council [<mailto:tcwateradvisory@hotmail.com>]  
**Sent:** Sunday, December 02, 2012 10:59 PM  
**To:** PSC\_Contact  
**Cc:** [caroline\\_d\\_brown@hotmail.com](mailto:caroline_d_brown@hotmail.com)  
**Subject:** Letters of Protest in Docket 2012-177-WS

Hello Public Service Commission,

Re: Letter of Protest in Docket 2012-177-WS

Attached are letters of protest from Caroline Prescott and Jason Prescott of Tega Cay, SC regarding the proposed rate increase by Utilities Inc., dba Tega Cay Water Service Inc. Mrs. Prescott's email address is:  
[caroline\\_d\\_brown@hotmail.com](mailto:caroline_d_brown@hotmail.com)

Thank you for your consideration.

Sincerely yours,  
Tega Cay Water Citizen Advisory Council

***Tega Cay Water Citizen Advisory Council:*** *As Tega Cay residents, we come together for a more powerful voice to demand efficient, higher-quality wastewater and water service under TCWS with less offensive aesthetics, odors and environmental impact. In doing so, we benefit all of Tega Cay's health and safety, quality of life and property values.*



\* Required Fields

Date: \* December 2, 2012

**Letter of Protest**  
**in Docket** 2012 - 177 - WS

**Print**

**Email**

**Protestant Information:**

Name \* Caroline Prescott

Mailing Address \* 8041 Windjammer Drive

City, State Zip \* Tega Cay, SC 29708 Phone \* 704-995-4025

E-mail caroline\_d\_brown@hotmail.com

**1. What is your connection or interest in this case? \* For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)**

I am a customer of Tega Cay Water Service/Utilities, Inc.

**2. Please give a concise statement of your protest. \* (This section must be completed. Attach additional information if necessary.)**

I have been a customer of TCWS for only a little over a year and in that time period, have experienced numerous issues with them. When I moved to Tega Cay, I was already startled at the amount of my water and sewer bills, as they are currently higher than anywhere else I have ever lived (including a cities much larger than Tega Cay - Columbia, Charlotte and Durham). I was even more surprised when I received the notice regarding the proposed rate increase, especially after learning about the number of rate increases that have been approved and instituted in the past few years. Of particular concern are (a) the numerous "boil-water" advisory phone calls I have received due to the possibility of contaminated water, (b) the fact that the water TCWS is providing does not meet the minimum standards for drinking water (excessive amounts of lead) and (c) the number of sewage spills which I have learned about only recently. I understand that the prior rate increases were approved in order to address these issues and it is unacceptable that these issues have not been corrected. These are all serious issues that need to be remedied and it is extremely unsettling that TCWS is allowed to continue to operate (and profit from) the Tega Cay water and sewage system when these matters have remained unaddressed for years. TCWS needs to be held accountable for how rate increases have been spent. This type of mismanagement should not be rewarded or be allowed to continue.

**3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? \***

I will be in attendance at the hearing and can provide sworn testimony if needed.



\* Required Fields

Date: \* December 2, 2012

**Letter of Protest**  
**in Docket** 2012 - 177 - WS

**Print**

**Email**

**Protestant Information:**

Name \* Jason Prescott

Mailing Address \* 8041 Windjammer Drive

City, State Zip \* Tega Cay, SC 29708 Phone \* 803-802-7878

E-mail jason\_prescott@hotmail.com

**1. What is your connection or interest in this case? \* For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)**

I am a customer of Tega Cay Water Service/Utilities, Inc.

**2. Please give a concise statement of your protest. \* (This section must be completed. Attach additional information if necessary.)**

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